



FY 08
“CUSTOMER SERVICE”
BROCHURE



General Services Department
PURCHASING DIVISION

(559) 621-1332
(559) 488-1069 FAX

MISSION STATEMENT

To provide prompt and effective procurement services which meet the needs of City departments, in accordance with the spirit and requirements of the City Charter and Municipal Code while affording equal access to all entities seeking to do business with the City of Fresno.

Overview and Key Services

The **PURCHASING DIVISION** bids all Public Works projects and is responsible for the timely procurement of the very diverse needs of the City for supplies, materials, and equipment services (except consulting services which are purchased directly by departments).

The varied services provided by the division include:

Conduct various competitive bidding processes to obtain best pricing for the City. These vary from same-day purchases for lower cost items to a three-month process for a large and complex project, such as the Baseball Stadium.

Submit all procurement/projects over \$111,000 (formal bid threshold as of 7/06) and all Requests for Proposals for services over \$50,000 to the City Council for award.

Coordinate appeal hearings and represent the City (if needed).

Provide bidder information about bid opportunities on the City's website at www.fresno.gov "bid opportunities."

Advise internal customers on best and fastest procurement methods, lay-out and content of formal bid specifications and provide on-site services to advise customers about procurement issues.

Partner with internal customers to develop and refine complex Requests for Proposals.

Provide a Procurement Handbook with procedures for internal customer reference.

Maintain standardized bidding documents for use by internal customers.

Facilitate problem solving between clients and vendors/contractors (excluding public works projects) during contract administration.

Administer City-wide contracts, such as stationery and uniforms.

Arrange for auctions or individual sales to dispose of surplus.

Administer the Disadvantaged Business Enterprise (DBE) Program which includes:

- * Certify DBE's
- * Establish DBE availability advisory percentage for projects funded by the U.S. Department of Transportation.
- * Assist DBE's during the bidding process.
- * Monitor participation of DBE's.
- * Hold at least one seminar per year for DBE's and/or prime contractors.
- * Provide general outreach to the community through participation in local associations, organizations, including ethnic Chambers of Commerce, and groups interested in small business development.

Hours of Operation

Administration and Office

Monday through Friday

8:00 am - 5:00 pm

Office/Shop Locations

Administration and Office

2101 "G" Street

Building A

<p align="center">Organizational Structure Key Staff Contact Information</p>

Jan Smith, Purchasing Manager 621-1153

ADMINISTRATIVE TEAM

Mary Vera, Sr. Secretary PS New Vendors Office Depot Issues CAL-Card Training	Suzanne Paff, Administrative Clerk II Receptionist Office Depot Orders	Vacant - Staff Assistant CAL-Card Program Surplus
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TEAM I

BUYING TEAM

TEAM II

Bob Callistro - Supervising Buyer 621-1157 • PeopleSoft	Paul Schramm - Supervising Buyer 621-1155 Michelle Reed, Staff Assistant 621-1173 • Change Orders
Heather Aceves - Staff Assistant 621-1175 • Change Orders	Mike Brown, Senior Buyer 621-1165 • Lead for Team • Police Department • Various Complex Formal Bids
Jean Runnels, Senior Buyer 621-1163 • Lead for Team • Parks & Recreation • Various Complex Formal Bids	Ron Baughman, Buyer II 621-1161 • Wastewater • Solid Waste • Sewer • Linen & Dust • PW Formal Bids: Various Projects
Diana Reynolds, Buyer II 621-1151 • FAX • Streets/Traffic Signals • Housing & Code Enforcement • PW Formal Bids: Various Projects • Administrative Divisions • City Attorney - City Clerk • Planning & Development • Finance • Mayor/Council/City Manager • Personnel	Laura Rapp, Buyer II 621-1169 • Airports • Fleet • Transportation/Traffic • PW Formal Bids: Various Projects
Ed Collins, Buyer II 621-1191 • Facilities • Fire • Community Sanitation • Public Works - Administration (including informals) • PW Formal Bids: Various Projects	Perry Stofan, Water Division MA 621-1167 • Water • DPU Admin • PW Formal Bids: Various Projects

**DISADVANTAGED BUSINESS
ENTERPRISE (DBE)**

Tracy Souders, Buyer I 621-1159 • ISD • Communications Services • Central Printing/Copiers • Furniture • PW Formal Bids: Various Projects	Vacant, Beth McDonell 621-1182 Shirley Chatman, Staff Assistant 621-1184
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24 Hour Emergency Service	After Hours	621-1100
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HOW VENDORS CAN DO BUSINESS WITH THE PURCHASING DIVISION

Electronic Commerce: The City of Fresno's Purchasing Department implemented Bidsonline eprocurement system in December 2005. It is an interactive eprocurement system that is available on a 24 hour basis to all vendors interested in doing business with the City of Fresno.

All vendors are encouraged to register on the system by going to the City of Fresno web page at www.fresno.gov and click on "For Businesses," "Doing Business with Fresno" and City of Fresno, Purchasing Division "Bid Opportunities" and follow the prompts. Once registered, vendors will receive emails from City Purchasing notifying them that there is an RFQ, Bid or RFP that has just been placed in Bid Opportunities in the commodities they have selected. The vendor then chooses to view the solicitation and decides if they would like to place a bid.

The site allows vendors to view all solicitations, receive notifications of new solicitations, respond to Request for Quotation's (RFQ's), view bid results and award information.

If you choose not to register you can still view the entire City's current and past solicitations, view solicitations by commodities, bid dates and view all bid results and awards.

The site also offers assistance by clicking on the Help icon if a vendor has questions or concerns. In addition, calls for assistance can also be made to City of Fresno Purchasing Division 621-1332.

Please check out our web site at www.fresno.gov. Click on "Government," "Department Directory" "General Services" and "Purchasing."

HOW INTERNAL CITY CUSTOMERS CAN DO BUSINESS WITH THE PURCHASING DIVISION

Submit a requisition in the City's PeopleSoft computer system if the requisition is over \$2,000. The requisition will automatically be transferred to your assigned Buyer. If a purchase request is \$1,000 or under, the department can process on a Request for Payment. If a purchase request is over \$1,000 and up to \$2,000 then departments request an Emergency PO from their Buyer. In July, 2007 Purchasing will be implementing the Cal-Card Program which is a Visa card that is assigned to individual City employees who can use the card for one-time and non-repetitive purchases up to \$2,500 per purchase.

In order to obtain pricing for the requisition the buyer will place the solicitation on the City's eprocurement system. Once the solicitation closes, the buyer will issue a purchase order for the bid that meets the requirements and has the best price. This process takes about two weeks.

Larger dollar purchase requests may be processed by the buyer by using a Request for Quotation (RFQ), Informal Bid (under \$111,000), Formal Bid or Request for Proposal (RFP) which will be placed on the City's web site.

If you have any questions please feel free to contact your designated buyer or call the Purchasing Division at 621-1332.

Also, you may want to request a copy of the Procurement Handbook so please call 621-1332.